The staff in the Office of Information Technology would like to express how grateful we are every day to work with the wonderfully talented faculty and staff across campus. We wish you a joyous holiday!

Upcoming network maintenance

- **Nov. 17, 10 p.m.–1 a.m., Science Center**: Network will be unavailable while we perform maintenance. This affects VOIP (Cisco) phones and internet (including wireless).
- **Nov. 24, 9 a.m.–5 p.m., Fire Arts, Steely Library, Landrum**: Network will be unavailable intermittently (1-2 hours at a time) while we perform maintenance. This affects VOIP (Cisco) phones and internet (including wireless).

myNKU annual update

The annual myNKU upgrade process is underway. The outage will take place beginning in the evening on Dec. 1 through early the next day.

Revamped technology procurement website

The technology procurement website ([https://webapps.nku.edu/pcreplacement/Home/](https://webapps.nku.edu/pcreplacement/Home/)) just got remodeled! If you need a quote to order computer equipment for your department (outside of the computer replacement process), this website showcases the options from Dell and Apple.
Winter/Spring lab and classroom software requests due November 17

If you would like any software added to departmental labs, smart classrooms or IT computer labs, submit a service request (http://infra.nku.edu/InfraForms) no later than November 17. If you are using software that hasn’t been used previously, be sure to provide the proof of licensing as well as the installation media. Because of the complexity of running multiple applications for instructional use, software requests submitted after the deadline may not be available for immediate use at the beginning of the semester.

Can’t log into your computer?

When an NKU-imaged computer isn’t logged into by anyone for 90 days, the computer unbinds from the NKU network, i.e. you won’t be able to log into it with your NKU username and password.

To fix this issue, the computer must be physically plugged into a network cable on campus so it can rebind. If you have a computer that doesn’t have an Ethernet port, you will need an adapter (USB/USB-C/Thunderbolt to Ethernet) in order to plug into our network. If you have any issues, please contact IT Help Desk or visit Norse Tech Bar.

Poor cell signal? Make cell phone calls over Wi-Fi

If you are in an area of campus that gets poor cellular signal, most cellular carriers allow you to make phone calls over a Wi-Fi network instead. If you’d like help configuring your phone to use NKU’s Wi-Fi network, please call the IT Help Desk or visit Norse Tech Bar.

Email encryption

Although email is an effective and convenient means of communication, it provides no inherent security for its contents. If email messages are somehow intercepted in-transit or otherwise compromised by an attacker, the email contents can be viewed openly. Encryption provides a method to scramble the contents of the message so that only the intended recipient can read it. Therefore, it is vital that any confidential or private data sent through email be encrypted. View instructions for encrypting email on Windows.

If you have questions about what information is deemed as confidential or private, please refer to the Information Security policy.

Improvements to password change website coming soon

Soon you will be able to enter additional personal information such as alternate email address and mobile phone number on the password change website. After doing so, if you forget/expire your password in the future, you can request a validation code be sent to either place that will allow you to reset your password online. More details on how to set this up are coming very soon!
IT Help Desk closed over Thanksgiving break

The IT Help Desk will be closed over Thanksgiving break. We will check the voicemail box periodically and respond to emergency messages.

Know an IT staff member who provides exceptional service?

Do you know an IT staff member who deserves recognition for their hard work, innovative ideas, etc.? The annual Information Technology Staff Awards recognize individual staff members who have been selected as providing outstanding service or support, or have made significant contributions to the department and university community. The award ceremony takes place in December but nominations are accepted all year long by filling out this form: https://nku.co1.qualtrics.com/SE/?SID=SV_2fyTYCIO6e7zpDT.

http://it.nku.edu/

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